



*Responses to questions:*

- Q1.** Termination of services. Page 22 of 41 section 3.9 states "Therefore the successful completion of ISP assignments for maximum outcomes for families, as determined by the family and the Department, a being satisfactory"

I understand that services would always be terminated by the ISP team; however, I am uncertain as to the specific outcomes to be accomplished prior to closure. Would this be contract specific or family specific according to the ISP team? If contract specific I do not understand "as determined by the family and the Department, as being satisfactory."

- R1. Services to families will be provided in a manner to achieve outcomes determined as satisfactory by the DHR and ISP Team.**

- Q2.** Medicaid billing. Page 22 of 41 section 3.12 states that the provider is expected "that at least a minimum of \$10,000 will be billed monthly. My assumption is this is per contract not per family.

- R2. Per contract.**

- Q3.** Case load size. Page 16 of 41 section 3.5 The supportive service vendor will service a minimum of twenty-five (25) families....

While the contract gives no case load size per worker or a maximum per contract caseload size limits. I assume from the 25 minimum cases and three CFSSP workers that a caseload of 8 per worker is implied. The contract work load of twenty-five (25) is implied by explaining that families above the "slots" will be placed on a waiting list.

- R3. The vendor will serve a minimum of 25 families with no maximum caseload size.**